

PERMIT TECHNICIAN

GRADE: 14

FLSA: NON-EXEMPT

CHARACTERISTICS OF CLASS:

The Permit Technician performs intermediate technical and skilled clerical work providing support for construction permit, inspection and plan review, rental and community enhancement operations. While incumbents in this class usually perform work primarily involving either new construction or rental properties, they may be called upon to perform work in all areas of permit support as required. The work requires regular contacts within the department, with other departments, outside agencies, the general public and permit customers both supplying and seeking information on permit matters. The work is performed in an office setting involving at times considerable stress dealing with difficult customers. The work is subject to general policy direction, practice and procedures governed by precedents and general supervisory review and has meaningful impact on the customers and operations of the Division.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Reviews construction plans and rental applications for procedural completeness. Determines if applications are complete and accurate based on applicable City, County and State licensing requirements. Provides applicant with information on deficiencies and measures necessary for acceptable submission of applications.

Enters case applications on Permit Plans and updates information in the system frequently.

- Verifies and assures payment of fees for permits and licenses.
- Ensures that all licensees have a current City license, sending notification for license renewal, reviewing applications and issuing licenses. Licensees includes electricians, plumbers, gas fitters, landlords, etc.
- Maintains specialized filing system for tracking status of all pending and issued licenses (electricians, plumbers, gas fitters, single family, apartments, accessory apartments, motels and inns).
- Creates and issues all deficiency notices, final notices, appointments for rental program, general violation notices.
- Reviews and issues permits for Walk-Through Fire Protection Systems. May review and issue some accessory structure permits (designated as Walk-Through permits)
- Provides support for Community Development Block Grant Program, including preparation of contract documents, correspondence, and payment processing as required.
- Screens all incoming calls and visitors, and answers questions regarding regulations and procedures for obtaining permits/licenses or routes them as appropriate.
- Verifies correct parcel information.
- Informs applicants of permit status.
- Responds to phone complaints and enters information in Permit Plan, then routes caller to inspection staff as appropriate.
- Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience including a minimum of a high school education and three years progressively responsible experience involving customer service and data entry preferably in a permit issuance, construction, construction code oriented work office setting. Experience must include the data entry work preferably on Permit Plan or similar permit issuance software.

Preferred Knowledge, Skills and Abilities:

- Knowledge of the procedures and requirements for the inspection of commercial and residential structures, rental properties and community enhancement programs.
- Knowledge of the procedures for filing and processing building, zoning, and general complaints.
- Ability to work well under time constraints and conflicting priorities.
- Ability to deal with aggressive and unpredictable client behavior.